

APPENDIX F: OBSERVER HANDOUT

OBSERVER HANDOUT

CASE NAME: _____ TEAM: _____ ☐ Government ☐ Contractor
(check one)

STUDENT POSITIONS AND ROLES: Write name next to position and corresponding role, such as contracting officer, sales mgr. or president

	name	role
Chief Negotiator		
Observer		
Team member, (i.e. price analyst)		
Team member, (i.e. technical rep)		

PRICE OBJECTIVES

Target Price \$ _____ Minimum \$ _____ Maximum \$ _____

BARGAINING TECHNIQUES (Critique Both Sides)

Aim High (rule 1): Was the price objective ☐ too high? ☐ too low? ☐ just right?

Give Yourself Room To Compromise (rule 2):

Did the minimums (buyer) and maximums (seller) provide enough grounds to make concessions? ☐ yes ☐ no

Was the "room" too much? ☐ yes ☐ no

Do Not Volunteer Weakness (rule 3): Was damaging information admitted? ☐ yes ☐ no

Satisfy Non-price Needs (rule 4): Were the non-price needs identified? ☐ yes ☐ no

Describe:

Were there attempts to satisfy these non-price issues? ☐ yes ☐ no

Use Concessions Wisely (rule 5): Were attempts made to tie concessions with gains? ☐ yes ☐ no

Were concessions unduly large or given too quick? ☐ yes ☐ no

Was "Split the difference" used? ☐ yes ☐ no

Put The Pressure On The Other Side (rule 6): Did you feel there was unknown pressure? ☐ yes ☐ no,

Were artificial pressures present?..... ☐ yes ☐ no

Were subtle references to the competition or alternatives made? ☐ yes ☐ no

Use The Power of Patience (rule 7): Was patience exhibited? ☐ yes ☐ no

Did either side walk away from or come back to the negotiations(rule 8)? ☐ yes ☐ no

Explain:

Say It Right (rule 9): Was either side rude or impolite?..... ☐ yes ☐ no

Did your side feel provoked? ☐ yes ☐ no

OBSERVER HANDOUT

Be Prepared (rule 10): Were both sides well prepared? ☐ yes ☐ no
explain:
(more on reverse side)

NEGOTIATION TACTICS
(Critique Both Sides)

Win/Lose Tactics:

- | | | | | |
|---|--|--|--|-------------------------------------|
| <input type="checkbox"/> Surprise | <input type="checkbox"/> Funny Money | <input type="checkbox"/> Blanketing | <input type="checkbox"/> Undermining Silence | <input type="checkbox"/> Feinting |
| <input type="checkbox"/> Limited Authority | <input type="checkbox"/> Apparent Withdrawal | <input type="checkbox"/> Deadline | <input type="checkbox"/> Good Guy/Bad Guy | <input type="checkbox"/> Wet Noodle |
| <input type="checkbox"/> Invoking Competition | <input type="checkbox"/> Take It or Leave It | <input type="checkbox"/> Fait Accompli | <input type="checkbox"/> Bogey | |
| <input type="checkbox"/> Crunch | <input type="checkbox"/> Decoy | <input type="checkbox"/> Legitimacy | | |

Win/Win Tactics:

- | | | | |
|--|--|--|--|
| <input type="checkbox"/> Forbearance | <input type="checkbox"/> Questioning | <input type="checkbox"/> Trial Balloon | <input type="checkbox"/> Alternative Positions |
| <input type="checkbox"/> Acceptance Time | <input type="checkbox"/> Brainstorming | <input type="checkbox"/> Salami | <input type="checkbox"/> Bracketing |

NONVERBAL NEGOTIATING
(Critique Both Sides)

Handshake:

Physical Environment:

Table configuration:

Negotiator Positions:

Positive or Negative Facility Signs:

Personal Appearance:

Body Language:

Positive Attitudes:

- | | | | | |
|-------------------------------------|-----------------------------------|-------------------------------------|------------------------------------|--------------------------------|
| <input type="checkbox"/> Confidence | <input type="checkbox"/> Interest | <input type="checkbox"/> Evaluation | <input type="checkbox"/> Eagerness | <input type="checkbox"/> Other |
|-------------------------------------|-----------------------------------|-------------------------------------|------------------------------------|--------------------------------|

Negative Attitudes:

- | | | | | | |
|------------------------------------|--|-------------------------------------|--------------------------------------|----------------------------------|--------------------------------|
| <input type="checkbox"/> Deception | <input type="checkbox"/> Defensiveness | <input type="checkbox"/> Insecurity | <input type="checkbox"/> Frustration | <input type="checkbox"/> Boredom | <input type="checkbox"/> Other |
|------------------------------------|--|-------------------------------------|--------------------------------------|----------------------------------|--------------------------------|

Voice Sounds:

Overall demeanor (smiles/frowns etc.):

NEGOTIATION STYLE AND OUTCOME

Negotiation style:(your side)

☐ Win/Win

☐ Win/Lose

Observer Handout

Negotiation style: (their side)

☐ Win/Win

☐ Win/Lose

Negotiation outcome:(your side's perspective)

☐ Win/Win

☐ Win/Lose